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Jennifer Ybarra

From: Veteran, Served with Pride [larry@jasadv.com]
Sent: Saturday, December 19, 2009 2:26 PM
To: Stump-Web; Newman-Web; Pierce-Web; Mayes-WebEmail; Kennedy-Web
Subject: ARIZONA WATER CO.

Importance: High
Sensitivity: Personal

19 December 2009

Please note this firm is asking for a Rate Increase, but this same firm has kept a 55 cent late charge on our billing for over a year.

It still refuses to provide any proof, our payment was late. They did send a copy of their posting of accounts, which we certainly have no control over; posting customer payments. We just wanted to see our envelope date stamped, as we mailed the payment on a timely bases, with their appointed PAYMENT AGENT—US POSTAL SERVICE.

Seems this firm has a petty side and yet they serve a large number of Water Customers in the White Mt, with very hard water and a very Short billing-payment cycle.

Appreciate your review of this firms handling of a very small matter of 55 cent.

Respectfully,
Larry Consolver, Ret, DAV
Lakeside, AZ
P.O. Box 870
[928] 368-6389

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